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ABSTRACT

This guide contains a series of multiple-choice items and guidelines to assist instructors in composing criterion-referenced tests for use in the food service worker component of Oklahoma's Dietetic Support Personnel training program. Test items addressing each of the following occupational duty areas are provided: human relations; personal hygiene and safety; basic nutrition; food reception, handling, and storage; food service equipment; food production and service; equipment care and washing; and housekeeping and pest control. Guidelines for constructing and updating tests and for reporting test results are also provided. (MN)

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DIETETIC SUPPORT PERSONNEL ACHIEVEMENT TEST

FOOD SERVICE WORKER

State Department of Vocational and Technical Education

U.S. DEPARTMENT OF EDUCATION
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DIETETIC SUPPORT PERSONNEL

ACHIEVEMENT TEST

FOOD SERVICE WORKER

Evaluation and Testing Unit
Oklahoma State Department of Vocational & Technical Education
1500 West Seventh Avenue, Stillwater, Oklahoma 74074

November, 1985

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INTRODUCTION

The Dietetic Support Personnel Advisory Committee and its State Supervisor asked the Testing Unit of the State Department of Vocational and Technical Education to produce three competency achievement tests for their program. The unit hired a Registered Dietetician and Ph.D. to write the initial test items. The items were edited by members of the Dietetic Support Personnel Advisory Committee and a sample test drawn from these items was subjected to rigorous statistical analyses. One analysis showed that the sample test was highly reliable in the classroom and on the job. Another revealed that the test had an acceptable degree of predictive validity, which is to say that test scores predicted workers' on-the-job performance ratings.

The test items in this booklet passed a very important practical test as well. Instructors in the Dietetic Support Personnel Training Program have successfully employed these test items in the classroom over the last year, and a number of short term adult training administrators have used them for the Dietetic Support Personnel Program's challenge exams. As a result, we feel confident that the test booklet will meet the needs of the Dietetic Support Personnel Programs students, instructors and short term adult training administrators.

CONSTRUCTING TESTS

Please use the following guide when you build Food Service Worker tests from the test items in this booklet.

A. Identify the purpose of your test and list the duty areas you want it to cover.

Instructors who wish to pre-test their in-coming students will want to draw test items from every duty area identified in the Food Service Worker curriculum and in this booklet. The same is true of instructors who wish to post-test students at the end of a course and of short term adult training administrators who need to construct challenge exams for advanced students.

Others may wish to test their students over a single unit or a group of units of instruction. They will want to draw their test items from a single duty area or from a small group of duty areas. In both cases, you must identify the purpose of your test to know what duty areas you want it to cover, and you must know what duty areas you want to cover before you can select the test items themselves.

B. Determine the length of your test and the amount of time you want it to take.

The Food Service Worker pre-tests, post-tests, and challenge exams have consisted of 150 test items and have taken examinees one to three hours to complete. Although this may seem rather long for a test, the Dietetic Support Personnel Advisory Committee and its State Supervisor feel that pre-tests, post-tests and challenge examinations are important components of the program and require thorough assessment. As a result, they continue to support both the 150 item test length and the extended time such tests may require of some students.

There is no reason that shorter tests cannot be built however. An instructor wishing to prepare students for a post-test may wish to draw a 100-item test or even a 50-item test for them. These shorter tests can also be used to re-familiarize adult students with the feeling of taking a test, as well as to acquaint them with the style of the Dietetic Support Personnel Program's multiple choice tests.

C. Select test items from each of the duty areas on your test. You need to know two more things before you actually begin to select the test items for your test:

1. **the numbers of items to be used in each duty area**, and

2. **the method you will use to choose those items from the test booklet**.

1. **the number of items in each duty**

The Dietetic Support Personnel Advisory Committee and its State Supervisor approved the duty/task analysis that structures the Food Service Worker curriculum and this test. It suggests that major tests (pre-tests, post-tests and challenge exams) contain the following distribution of items:

Figure 1

1. Duty Area	2. % of Items on Test	3. Total Number Of Items
Human Relations & Communications	16%	24
Personal Hygiene and Safety	10%	15
Basic Nutrition	3%	5
Food Reception, Handling & Storage	11%	17
Food Service Equipment	27%	40
Food Production & Service	13%	19
Equipment Care and Washing	10%	15
Housekeeping and Pest Control	10%	15
Total	100%	150 items

As you can see, the <u>percentages</u> in column number 2 control the number of items to be drawn from each duty area. The numbers in column number 3, then, show the total number of items to be used in each duty area of a major (a 150 item) exam. But you may also use the percentages shown in column 2 to decide the number of items that should be drawn from each duty for a 50-item, a 75-item, or a 100-item test. Of course, if you are only testing a class or a student over the information in a single duty area, or in a small group of duty areas, you may choose <u>any</u> number of items.

2. methods for selecting items

One of the problems associated with conventional standardized tests is that successive test takers or successive classes may familiarize themselves with the test ahead of time and bias the test's results. The easiest way to overcome this problem, and the method we have chosen, is to produce a test battery from which many tests can be drawn.

After you have decided how many items to draw from a duty area, turn to that part of the test booklet to select the number of items that you need. You may select test items by using either a random selection method or a systematic selection method.

a. Random selection methods are relatively easy to use and offer you the possibility of generating an extremely large number of different tests from the items in this booklet. You must label each of the items in a duty area, place those labels in a container of some sort, and then draw the number of labels that you need from the container. You may also use a random number table to do this if you have one available. The labeled items you choose are, then, your test items for that duty.

b. Systematic selection methods are rather easier to use than the random selection methods. If you select every other item in a duty area, starting with item number 1, you will produce one test. If you select every second item starting from item number 2, you will produce another test. If you select every third item starting from either item number 1 or item number 2, you will produce a third test. You can produce as many other tests as you need by choosing other selection intervals (every fifth, seventh, ninth or eleventh item for example) and by choosing other starting points. All that you need to do is to continue cycling through the items until you have as many as you need.

Take a moment to think about the way you will select and use these test items, because we recommend that you construct as many different tests as you need to assure yourself and your students of test variety and test security.

REPORTING TEST RESULTS

The Dietetic Support Personnel Advisory Committee and it's State Supervisor recommend that Oklahoma's instructors and short term adult training administrators standardize the ways in which they report test results. Although they have not agreed upon a standard report form, one short term adult training administrator has developed a simple form that you may be able to adapt to your local needs (see figure number 2.)

Figure 2

REPORT FORM

Name: _____

Course: Food Service Worker

1. Section and Number of Test Items	2. Raw Score	3. % Correct	4. Recommended Passing Score 85%
Human Relations and Communications Questions (24)			85
Personal Hygiene and Safety Questions (15)			85
Nutrition Questions (5)			85
Receiving, Handling, & Storage Questions (17)			85
Equipment Questions (40)			85
Food Production and Service Questions (19)			85
Warewashing Questions (15)			85
Housekeeping and Pest Control Questions (15)			85
Overall Score 150			85%

The left hand column of the test report form lists both the sections of the Food Service Worker test and the number of items found in each. The second column contains places for the student's raw scores and the third column has spaces for the percentage correct. The most important column, however, may be column four. That column contains the Dietetic Support Personnel Committee's, and the State Supervisor's, recommended passing scores. This is the same score that a student in the Food Service Worker class is expected to attain to advance into the Food Production Worker class.

As you can imagine, this form may be used in a number of different ways. The short term adult training administrator who devised it distributes it to those who take the challenge exam as well as to their employers (after receiving the student's signed permission, of course). He also explains the Dietetic Support Personnel program's recommended scores to them in writing. In those cases where a test taker 'passes' the challenge exam but misses the standard on a duty or two, he allows the test taker to enroll in those components of the Food Service Worker course. If the student only needs remedial work on Basic Nutrition, for example, the student is asked to buy the curriculum, to attend and to successfully complete that portion of the Food Service Worker course before entering the Food Production Worker course. The administrator also pro-rates the class fee according to the length of time the student will attend.

There are other ways for instructors and administrators to use the test report forms, but we are unfamiliar with them at this time. We suggest that you collect your experiences with them, write them down, and forward them to the members of the Dietetic Support Personnel Advisory Committee. With your help, they may be able to reach a simple policy decision on this matter.

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A. HUMAN RELATIONS AND COMMUNICATIONS

1. What should you do when answering the dietary department telephone:

   a. let the phone ring four times before answering
   b. refuse to tell the caller your department
   c. refuse to tell the caller your name

d d. speak distinctly

2. What should you AVOID when answering the dietary department telephone:

   a. answering promptly
   b. identifying yourself
   c. speaking distinctly

d d. speaking rapidly

3. Mrs. Nelson, a diabetic, received Mrs. Smith's regular tray and ate the entire meal before the mix-up was discovered. How could this mix-up have been prevented:

   a. Mrs. Nelson should have told the tray server
   b. the dietary staff should have delivered the trays
   c. the nurses should be better trained about special diets

d d. the tray should have had a diet card identifying the patient's name and diet

4. Mr. Marks and Mr. Stevens are both on pureed diets because they have trouble chewing food. Mr. Stevens is a diabetic and Mr. Marks is on a regular diet. If you puree water packed peaches for Mr. Stevens and syrup packed peaches for Mr. Marks about 1 hour before meal time, how can you prevent their orders from becoming mixed-up when the peaches are served:

a a. label them with the patient's name and room number
   b. place them on different refrigerator shelves
   c. place the peaches on the tray yourself since you can tell them apart
   d. put one in the refrigerator and leave one on the counter

5. Recognizing the worth of other people, their property, and opinions is called:

   a. admiration

b b. respect

   c. restraint
   d. reverence

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6. Respect can be demonstrated by:

   a. finding fault with others
   b. "getting back" at someone who yells at you
   c. ignoring other's feelings
d d. trying to understand other people's feelings

7. Which of the following attitudes and behaviors is DISRESPECTFUL:

a a. finding fault in everyone
   b. helping people feel useful and important
   c. remembering manners and common courtesy
   d. showing understanding of other's feelings

8. Helping other employees when you have finished your work is an example of:

a a. cooperation
   b. discretion
   c. honesty
   d. restraint

9. When may the telephone in the dietary department be used for personal reasons:

   a. at any time
   b. during slack times
c c. in emergencies
   d. when the supervisor is gone

10. Which of the following habits can cause bad feelings between you and your co-workers:

   a. calling them by name
   b. greeting them each day
c c. ignoring them when they ask you a question
   d. listening to their questions

11. What is the exchange of information between people called:

a a. communication
   b. interpretation
   c. transfrral
   d. writing

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12. What kind of behavior produces the most effective communication in everyday conversation:

a
a. maintaining eye contact
b. speaking in a high pitched voice
c. talking rapidly
d. using as many gestures as possible

13. What kind of behavior produces the most effective communication in everyday conversation:

a. building a defense
b. speaking rapidly
c
c. using casual gestures
d. using unfamiliar words

14. How can co-workers prevent or overcome misunderstandings:

a. by building emotional barriers between one another
b. by distracting one another
c. by pretending to understand one another
d
d. by understanding one another's ideas

15. How can co-workers improve their understanding of one another:

a. by listening only to familiar ideas
b. by never questioning another person
c. by speaking each time another person pauses
d
d. by summarizing what they think the other person said

16. How can the confusion caused by on-the-job rumors be prevented:

a. by answering questions even when you do not know the answers
b. by assuming that everything you hear is true
c
c. by assuming that the information in rumors may be distorted
d. by telling everything you hear to others

17. When can on-the-job rumors be controlled:

a
a. when employees admit that their stories may be hearsay
b. when employees are kept ignorant of the things that will affect them by supervisors
c. when employees assume that all of the stories they hear are true
d. when employees insist they know all answers

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18. What habit of speech can produce misunderstanding and confusion among co-workers:

a. use of complete sentences
b
b. use of popular slang
c. use of proper grammar
d. use of proper pronunciation

19. On-the-job communication can be improved when you:

a. talk rapidly
b. use common slang
c
c. use proper English
d. use trite sayings

20. How should a food service worker respond to fair and accurate criticism offered by a supervisor:

a
a. accept it and learn from it
b. act indifferent to it
c. shrug it off and continue working
d. tell the supervisor to do it anyway she or he wants

21. How should a food service worker treat patients and workers from other departments:

a. be nice to them if they are nice to you
b
b. smile and be pleasant
c. talk to them only when necessary
d. treat them impersonally

22. How should a food service worker act with patients or workers from other departments:

a. chew gum nonchalantly
b. gossip with them
c. use common slang with them
d
d. use proper manners with them

23. What is the first thing that you should do if you have a flat tire, just as you are leaving home to go to work:

a. call a relative
b. call a service station
c
c. call your supervisor
d. fix the flat

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24. When may a food service worker express disloyalty to his or her employer:

a. just when he or she feels like it
b b. one should not express disloyalty
c. only during work hours
d. only to and from work

25. Which of the following personal characteristics can produce on-the-job conflict or friction among food service workers:

a. sense of humor
b b. indifference
c. initiative
d. tactfulness

26. What book, pamphlet or form usually contains a health care facility's organizational and departmental objectives, the organizational chart, and its policies, procedures and job descriptions:

a. a departmental informational book
b. a job analysis
c c. a policy and procedure manual
d. a work schedule

27. What are the official guidelines set within a department that also regulate an employee's on-the-job behavior:

a. goals
b. objectives
c c. policies
d. schedules

28. What should you do if you observe that a patient named Mrs. Wilson is having trouble with bedsores, and you suspect that the nursing staff is not caring for them as they should:

a. call Mrs. Wilson's daughter and report the problem
b. discuss the situation with friends away from work
c c. talk with the food service supervisor
d. tell the other residents about the poor care provided by the institution

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29. Imagine that Mr. Rogers, a resident at the nursing home where you work, was recently taken to the hospital, and that you met a friend of his, Mr. Smith, in the grocery store. What should you do if Mr. Smith asks you questions about Mr. Rogers' illness:

a. answer his questions
b b. explain that you cannot answer those questions
c. ignore the questions by talking about something else
d. tell him it is none of his business

30. What is the MOST important reason that health care employees use the teamwork approach in health care facilities:

a. to make the administrator happy
b b. to provide the best possible patient care
c. to satisfy other employees
d. to save money

31. What is the BEST simple description of teamwork:

a. attitude
b b. cooperation
c. courtesy
d. human relations

32. What is the most effective method of providing good patient care when working with personnel from other departments:

a. always demand your way
b. always let them tell you what to do
c c. cooperate with them
d. yell at them when they do something wrong

33. How can food service workers encourage good working relations with workers in other departments:

a. by becoming a part of everything that goes on in other departments
b. by having beautiful physical characteristics
c. by letting people in other departments know when you are angry
d d. by becoming a part of everything that goes on in other departments

34. What characteristic of a patient or resident should a food service worker pay special attention to:

a. his or her courtesy
b b. his or her food preferences
c. his or her friendliness
d. his or her respectfulness

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35. How can a food service worker establish good relationships with patients:

a
a. by being pleasant
b. by disregarding their food preferences
c. by refusing to listen to their complaints
d. by telling them what to eat

36. What is the term for a form of communication that does NOT require words:

a. conversation
b
b. nonverbal
c. verbal
d. written

37. What is the common result of poor on-the-job communications:

a
a. confusion
b. cooperation
c. good job performance
d. teamwork

38. What is the usual effect of good on-the-job communication:

a. confusion
b
b. cooperation
c. disagreement
d. inefficiency

39. When do workers remember on-the-job instructions most clearly:

a
a. when they are interested in what is being said
b. when they assume they know what is meant by the speaker
c. when they provide distractions whenever possible
d. when they write down verything that is said

40. What should a food service worker do to assure accurate communication when writing messages:

a
a. sign the messages
b. use careless wording
c. use long sentences
d. use unfamiliar words

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41. What should a food service worker do to make sure that co-workers or supervisors can trace written messages back to their source:

a
a. sign the messages
b. use common slang words
c. use long sentences
d. use unfamiliar words

42. What organization certifies dietary managers:

a. ADA
b
b. DMA
c. FDS
d. USDA

43. What professional title can an individual claim after successfully completing an ADA approved program that includes 90 classroom hours and 150 clinical hours:

a
a. dietary manager
b. dietetic technician
c. dietitian
d. registered dietitian

44. What is the professional title of an individual who has completed a four-year degree in dietetics and a one-year dietetic internship:

a. certified dietary manager
b. dietetic manager
c. dietetic technician
d
d. dietitian

45. What kind of information is found on a production sheet:

a. employees' work performance
b. employees' work schedules for the next week
c
c. employees' work shift responsibilities
d. the ingredients employees should use in a recipe

46. What should you do if a new patient, Mrs. Rogers, approaches you and asks for a glass of tomato juice:

a. ask a nurse if Mrs. Rogers can have tomato juice
b
b. check her diet card to see if she is on a special diet
c. give her the glass of tomato juice
d. tell her she cannot have tomato juice

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47. The Dix Community Hospital policy manual states that patients are not to have food in their rooms. The procedure for food service workers to follow if they see food in a patient's room is to report it to their food service supervisor. As you deliver breakfast trays, you see that Mr. Kline has an open jar of homemade jelly on the table. What should you do:

a. leave the jelly with Mr. Kline, but report it to your supervisor
b. take the jelly from Mr. Kline and scold him for breaking the rules
c. tell Mr. Kline that he should not have the jelly, but that it is all right since this is his first time
d. tell the nursing supervisor that Mr. Kline is breaking hospital rules

a

B. PERSONAL HYGIENE AND SAFETY

48. What kind of on-the-job precautions must a food service worker take to prevent food from becoming contaminated in the food service area:

a. leave a comb in one's hair
b. scratch one's head very carefully
c. smoke cigarettes
d. wear hair restraints

d

49. When are muscle strains most likely to occur:

a. when using carts or dollies to move heavy items around the unit
b. when a worker uses only back muscles to lift heavy objects
c. when workers help one another to lift heavy objects
d. when workers use a step ladder to lift heavy objects to high places

b

50. What type of shoes are the safest for food service workers to wear when they are on the job:

a. high-heeled shoes
b. low-heeled shoes
c. sandals
d. tennis shoes

b

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51. What should you do to prevent cuts in the food service area:

a. carefully run your finger around the inside edge of opened cans
b. pick up all broken glass with your hands
c. store all knives in a sink of water
d d. use the safety guards on all equipment

52. How must food service workers wear their hair in the dietary department:

a. carefully combed
b b. completely covered
c. cut in the latest style
d. pulled back in a ponytail

53. What should food service personnel use to dry their hands at work:

a. aprons or slacks
b. cloth towels
c. dish towels
d d. disposable paper towels

54. Where should all handwashing occur:

a. at the cook's sink
b b. at the hand sink
c. at the pot and pan sink
d. at any sink available in the food service unit

55. What condition must a potholder be in to prevent someone from burning her (or his) hands on hot pots or pans:

a. clean
b b. dry
c. perforated in several locations
d. wet

56. How can muscle strains be prevented when lifting heavy objects:

a. by lifting heavy items by one's self
b. by standing on tiptoe to place heavy objects on high shelves
c. by using your back muscles to lift heavy objects
d d. by using your leg muscles to lift heavy objects

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57. What should you do if you develop a skin infection in a cut or a sore:

a. call in sick
b. ignore it
c. place medication on it immediately
d d. report it to your supervisor

58. What poor safety practice can cause electrical shocks:

a. handling electrical equipment with dry hands
b. having frayed electrical cords repaired
c c. putting a knife in an electric toaster
d. scheduling periodic equipment inspections

59. What should you do if you notice that dirt remains lodged under your nails as you wash your hands when you first arrive at work:

a. nothing, your hands are probably clean enough
b b. use a brush to clean under the nails
c. use extra soap
d. wash your hands twice

60. What causes the most cuts among people working in food service units:

a a. cutting toward the body with a knife
b. removing the lids from cans
c. storing knives in a rack
d. using the safety guards on kitchen equipment

61. Where should food service workers hold glasses or utensils to make sure they are clean and uncontaminated before patients or residents use them:

a. hold forks at the tine end
b b. hold glasses at the base
c. hold glasses at the rim
d. hold knives by the cutting edge

62. What should be used to turn off the faucets after you have finished washing your hands:

a. a bare hand
b. a cloth towel
c. a dish towel
d d. a paper towel

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63. How should you pick up a heavy box:

a. by bending over at your waist
b. by emphasizing use of your arm muscles
c. by emphasizing use of your back muscles
d d. by squatting down with your knees bent

64. What should you do if you notice a loose floor tile in the food service area:

a. ignore it because maintenance is not your responsibility
b. overlook it because it is not important
c c. report it immediately to your supervisor
d. repair it yourself

65. What type of shoe is most likely to prevent injuries to food service workers while they are on the job:

a a. closed-toe shoe with non-slip soles
b. low-heeled slippers
c. sandals
d. tennis shoes

66. What safety precautions should a food service worker take when handling hot pots and pans:

a. hold them with damp potholders
b. hold them with dry towels
c c. hold them with flameproof potholders
d. hold them with folded aprons

67. Where should knives be stored to prevent cuts:

a. in a drawer containing only knives
b. in a drawer with other related utensils
c c. in a rack
d. on the counter top in neat rows

68. Where should soap be used when washing one's hands:

a. only between fingers
b. only in the palms of the hand
c. only under nails
d d. both between fingers and under nails

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69. What can a food service worker do to prevent burns while food is cooking:

a. be careful while dropping wet foods into hot fat
b. be sure to use a damp towel as a potholder
c c. keep pot handles turned to the inside of the range
d. stand briefly in front of the steamer when it is opening

70. What should you do if you have a body infection such as a cold, sore throat, or diarrhea on a day you are scheduled to work:

a. call in sick
b. go to a doctor
c. ignore it
d d. report it to your supervisor

71. What can cause a worker to slip or fall in the food service area:

a. floors that are in good repair
b. shoes with non-slip soles
c c. spills that are left to dry
d. stepladders used to reach high places

72. How should a food service worker hold glasses, plates or utensils to prevent contamination:

a. hold a fork at the tine end
b. hold a glass by its rim
c c. hold a plate by its rim
d. hold a spoon at the bowl end

73. What can food service personnel do to prevent fires:

a. repair gas leaks themselves
b b. smoke only in designated areas
c. use frayed electrical cords
d. wear loose clothing

74. What should food service workers do to prevent cuts or injuries when opening cans:

a. leave the lid partially attached
b. open the bottom of the can first
c. remove the label before opening
d d. remove the lid completely

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75. What type of fingernail care is NOT recommended for food service workers because it may hide dirt and bacteria:

a. cleaning them before work
b. filing them before work
c c. polishing them before work
d. trimming them before work

76. How can electrical shock be prevented:

a. by handling electrical equipment with wet hands
b b. by repairing frayed electrical cords
c. by using extension cords
d. by using knives to repair faulty electric toasters

77. Why is good personal hygiene an important on-the-job responsibility for people working in health care facilities:

a. it is in the policy and procedure manual
b. it makes the employee feel good
c c. it prevents disease
d. it takes little time to do

C. NUTRITION

78. The food guide designed to help in planning regular diets is called the:

a. Food Exchanges
b. Recommended Dietary Allowances
c c. the Basic Four Food Groups
d. U.S. Recommended Dietary Allowances

79. What is the nutritional guideline used to determine both the kinds and the amounts of nutrients that a person should eat in one day:

a. the Basic Four Food Groups
b. the Daily Food Menu
c. the Food Exchanges
d d. the Recommended Dietary Allowances

80. In what food group are fats, salad dressing, candy, and soft drinks located:

a. junk
b. meat
c. miscellaneous
d d. other

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81. What class of nutrients serves to spare protein and supply energy to the body:

a
a. carbohydrates
b. fats
c. minerals
d. vitamins

82. From which food group should healthy adult males take two or more servings every day:

a. the bread/cereal group
b. the fruit/vegetable group
c
c. the milk/dairy group
d. the other foods group

83. What class of nutrients insulates the body and is used to maintain body temperature:

a. carbohydrates
b
b. fats
c. proteins
d. vitamins

84. What class of nutrients provides the most concentrated source of calories:

a. alcohol
b. carbohydrates
c
c. fats
d. proteins

85. Meats, eggs, poultry, cheese, and dried beans are excellent sources of:

a. carbohydrates
b
b. protein
c. vitamin C
d. water

86. What class of nutrients does the human body use to build and repair body tissue:

a. carbohydrate
b. fat
c. minerals
d
d. protein

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87. What food group(s) would be found in a macaroni and cheese casserole:

a. the bread/cereal group
b. the meat group
c. the milk/dairy group
d

d. both (a) and (c)

D. RECEIVING, HANDLING AND STORAGE

88. If the first in, first out (FIFO) method of inventory control is to be effective, what is the first thing that should be done with new food as it is received:

a. it should be checked for freshness
b

b. it should be dated
c. it should be placed at the front of storeroom shelves
d. it should be stored immediately

89. What kind of food handling precautions must you take when portioning foods with your hands:

a. wash your hands
b. wash your hands and dry with a clean towel
c

c. wear plastic gloves
d. sanitize your hands

90. How should a food thermometer be treated before it is used:

a. it should be cooled below room temperature
b. it should be washed and rinsed
c

c. it should be washed, rinsed and sanitized
d. it should be wiped off with a damp cloth

91. What should you use to serve soup in 8-oz. portions:

a. a dipper
b

b. a ladle or spoodle
c. a measuring cup
d. a solid spoon

92. How should storage containers be labeled before storing leftovers:

a. with the amount of food stored and the date it was served
b. with the name and the room number of the patient served
c

c. with the name of the food and the date it was prepared
d. with the food preparation method and the number of servings that were prepared

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93. What temperature should food be kept at when it is held on, or served from, a steam table:

a. 90 to 99°F
b. 100 to 119°F
c. 120 to 139°F
d. 140°F or above

d

94. What utensil is most suitable for serving green beans:

a. ladle
b. pierced spoon
c. slotted spoon
d. solid spoon

c

95. What temperature must food reach in order to destroy bacteria by heat:

a. 120°F
b. 140°F
c. 160°F
d. 170°F

d

96. What utensil should mashed potatoes be portioned with:

a. dipper
b. measuring cup
c. scoop
d. solid spoon

a

97. What illness-causing bacteria are destroyed when pork is cooked to an internal temperature of 170°F:

a. Clostridium Perfringens
b. Salmonella
c. Staphylococcus Aureus
d. Trichinae

d

98. Before being served, hot foods should be reheated to what internal temperature:

a. 125°F
b. 140°F
c. 165°F
d. 180°F

c

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99. What bacteria that may be found in improperly reheated gravy could be responsible for producing such symptoms as abdominal pain and diarrhea in nursing home residents 12 to 14 hours after the gravy was eaten:

a. Clostridium Botulinum
b Clostridium Perfringens
c. Salmonella
d. Staphylococcus

100. What bacteria are most likely to contaminate improperly home-canned foods:

a a. Clostridium Botulinum
b. Clostridium Perfringens
c. Salmonella
d. Staphylococcus

101. What process should a food service worker use to store beef stock for future use after it has been prepared in a 5-gallon stock pot:

a. allow the stock to cool to room temperature in the stock pot and then place in the refrigerator
b. place the stock and the stock pot immediately into the refrigerator
c. transfer the stock to shallow pans, allow it to cool slightly and then place them in the refrigerator
d d. transfer the stock to shallow pans and then put them immediately into the refrigerator

102. What type of bacteria could survive for a time on a cutting board and cross-contaminate other foods if the board was not sanitized:

a. Clostridium Botulinum
b. Leptospira
c c. Salmonella
d. both (a) and (b)

103. Where should freezer temperatures be set for proper food storage:

a a. less than $0^{o}F$
b. -10^{o} to $10^{o}F$
c. 10^{o} to $20^{o}F$
d. 20^{o} to $30^{o}F$

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104. How often should refrigerator and freezer temperatures be checked and recorded:

a. hourly
b b. daily
c. twice weekly
d. weekly

105. What is the inventory system in which the first food received is the first food to be used:

a. COD
b b. FIFO
c. HBIS
d. LIFO

106. What temperature should a refrigerator that is used to store all foods maintain:

a. 25^{o} to $30^{o}F$
b. 31^{o} to $35^{o}F$
c c. 35^{o} to $40^{o}F$
d. $40^{o}F$ or less

107. What should a food service worker do first when receiving food and supplies:

a. check the arithmetic of the invoice
b. check the food received against the purchase order
c c. check the perishable foods
d. sign the invoice

108. What is the name of the list that describes the food ordered from a vendor, the amounts of food that are actually delivered, and the amount of money that is charged for the delivery:

a. an inventory
b b. an invoice
c. a product catalog
d. a purchase order

109. Where should food be placed in dry storage storerooms:

a. on the floor in a single layer of shipping cases
b. on the floor in stacks of shipping cases
c c. on the storage shelves, after the food has been removed from its shipping cases
d. on the storage shelves in shipping cases

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110. What temperature should storeroom temperatures maintain:

a. 40^{o} to $60^{o}F$
b b. 50^{o} to $70^{o}F$
c. 70^{o} to 80^{o}
d. 80^{o} to $90^{o}F$

111. What is the danger zone for perishable foods:

a. 30^{o} to $130^{o}F$
b b. 40^{o} to $140^{o}F$
c. 50^{o} to $150^{o}F$
d. 45^{o} to $160^{o}F$

112. Where should you put food to thaw it properly:

a. in a sink full of cold water
b. in a sink full of hot water
c c. in the refrigerator
d. on the counter at room temperature

113. Why should food be stored 2 inches from the walls and 4 inches from other foods in a refrigerator:

a. for ease in reaching the needed food
b. for proper air circulation
c. to provide proper cooling
d d. both (b) and (c)

114. What is the reason that food service workers DO NOT cover refrigerator shelves with aluminum foil:

a. it appears unsightly
b. it is difficult to clean
c. it is expensive
d d. it prevents air circulation

115. Which of the following is a simple but important inventory control measure:

a. allowing open access to food storerooms
b b. checking refrigerators daily for leftovers
c. leaving freezers and refrigerators unlocked at night
d. storing received food as time permits

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116. What type of cans should a food service worker accept when receiving deliveries:

a. bulging cans
b. dented cans
c. leaking cans
d d. undamaged cans

117. What must you AVOID when storing prepared food:

a. covering the storage container
b. dating the contents of the storage container
c. labeling the contents of the storage container
d d. storing the prepared food longer than 24 hours

118. How should food be stored in a refrigerator:

a a. in covered plastic containers on the shelves
b. stacked tightly to conserve space
c. uncovered, on shelves lined with aluminum foil
d. uncovered, on the floor of the refrigerator

119. How should hot foods be prepared for refrigerator storage:

a. they should be cooled slightly then placed in the refrigerator
b. they should be cooled to room temperature before storage
c. they should be left in deep containers for refrigerator storage
d d. they should be placed into shallow containers and immediately placed in the refrigerator

120. Which of the following foods is most sensitive to storage time and temperature:

a. biscuits
b. cooked peas
c c. cream pie
d. fresh fruit

121. What is the best method of insuring that hot foods are at the proper temperature:

a. heat all food longer than the recommended cooking time
b. heat all foods to the boiling point
c c. test the food's temperature with a food thermometer
d. test the food's temperature with your tongue or wrist

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E. EQUIPMENT

122. How do you account for the weight of the weighing pan when using a portion scale to weigh food:

a. estimate the weight of the pan and subtract it mentally
b b. place the pan on scale and zero the scale
c. use red weights to account for pan weight
d. weigh the pan and subtract its weight from the total

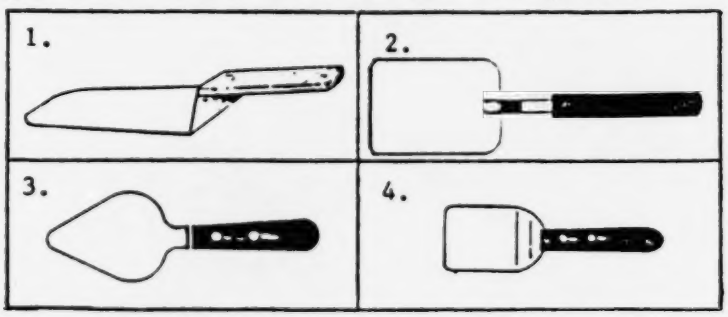
123. What is the most efficient measuring cup to use when you are preparing to double a recipe that calls for 1/4 cup of sugar:

a. 1/4 cup
b b. 1/2 cup
c. 1/3 cup
d. 1 cup

124. What is the most time efficient measuring spoon to use when you are doubling a recipe that calls for 1 1/2t. of an ingredient:

a. 1/2 teaspoon
b. teaspoon
c. 1/2 tablespoon
d d. tablespoon

125. Refer to the following illustration of four spatulas used in food preparation and service to answer this question.



Which spatula should be used for serving gelatin squares:

a. 1
b. 2
c. 3
d d. 4

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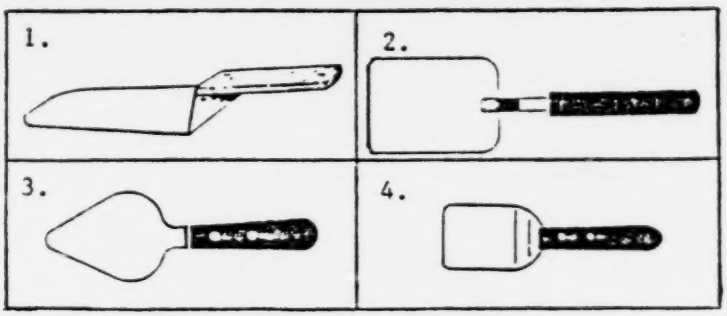
126. How should a baker's scale (not the weighing pan) be cleaned:

a. it should be completely sanitized
b. it should be washed in the pot and pan sink
c
c. it should be completely washed with a clean cloth and cleaning solution
d. it should be completely wiped with a dry cloth

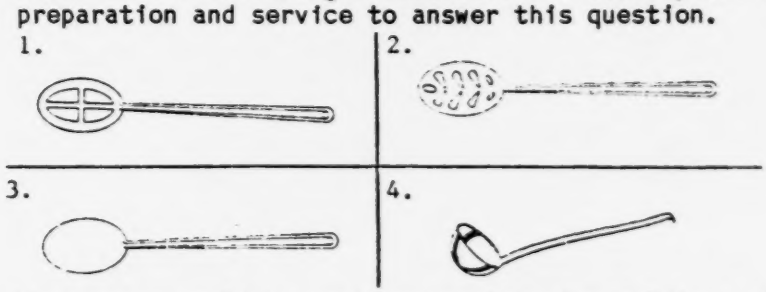
127. Refer to the following illustration of four spatulas used in food preparation and service to answer this question.



Which spatula should be used for serving pie or cake:

a. 1
b. 2
c
c. 3
d. 4

128. Refer to the following illustration of four spoons used in food preparation and service to answer this question.



What spoon would be most appropriate for folding, stirring, and serving food:

a. 1
b. 2
c
c. 3
d. 4

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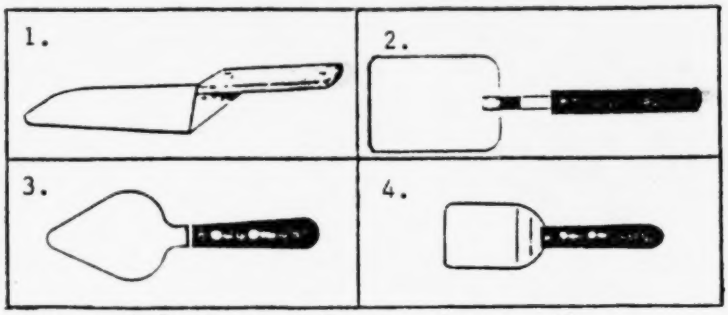
129. Refer to the following illustration of four spatulas used in food preparation and service to answer this question.

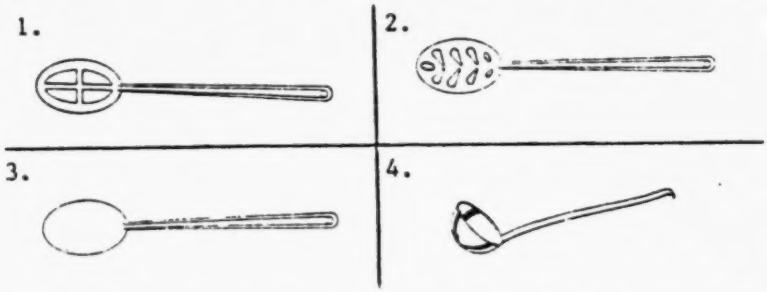


What spatula is used for turning pancakes:

a. 1
b. 2
c. 3
d. 4

b

130. Refer to the following illustration of four spoons used in food preparation and ervice to answer this question.



What spoon shown above is called a slotted spoon:

a. 1
b. 2
c. 3
d. 4

a

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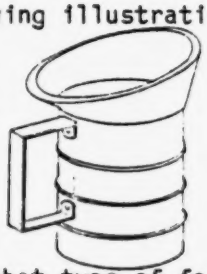
131. Refer to the following illustration to answer this question.

What quantity and what type of food would this measure be most appropriate for:

a. 2 tablespoons flour
b
b. 4 cups flour
c. 2 quarts water
d. 1 gallon milk

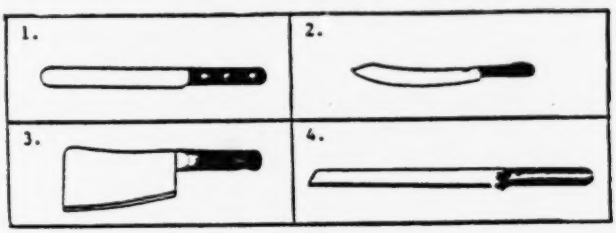
132. Refer to the following illustration to answer this question.



What quantity and what type of food would this measure be most appropriate for:

a. 2 cups cornmeal
b. 3 cups macaroni
c. 4 cups flour
d
d. 1 quart milk

133. Refer to the following illustration to answer this question.



What is the knife pictured in box number 4:

a. boning knife
b
b. bread knife
c. grapefruit knife
d. paring knife

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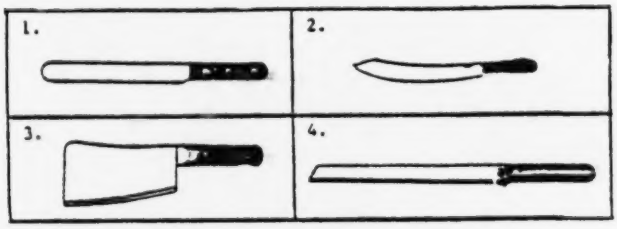
134. Refer to the following illustration to answer this question.



What is the knife pictured in box number 2:

a. boning knife
b a. butcher knife
c. french knife
d. paring knife

135. What kind of scale displays the weight of a food product on a dial indicator:

a. a baker's scale
b. a platform scale
c c. a portion scale
d. a weight scale

136. What would you use to remove food from a can or bowl:

a. a fork
b. a long handled spoon
c. a metal spatula
d d. a standard rubber spatula

137. What type of scale uses weights to determine how much food products weigh:

a. a baker's scale
b. a balance scale
c. a platform scale
d d. both (a) and (c)

138. What must a food serice worker do to weigh food on a platform scale:

a. estimate the weight of the pan
b b. subtract the weight of the pan from the total weight
c. use red weights to zero the scale
d. zero the scale before adding the food to the weighing pan

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139. On what scale is a red weight which is equal to the weight of the pan used:

a
a. a baker's scale
b. a platform scale
c. a portion scale
d. both (a) and (b)

140. What type of scale should be kept locked when not in use:

a. baker's scale
b. balance scale
c
c. platform scale
d. portion scale

141. How should the weighing pan from a baker's scale be cleaned:

a. it should be cleaned while remaining on scales
b. it should be removed from the scales and cleaned in pot and pan sink
c. it should be sanitized in a chemical solution
d
d. both (b) and (c)

142. What is the most efficient method of moving ingredients from the storeroom and the refrigerator to the food preparation area:

a. make one trip carrying the ingredients on a large tray
b
b. make one trip carrying the ingredients on a utility cart
c. make several trips, carrying the individual ingredients
d. make two trips, one to carry the ingredients from the refrigerator and one for the storeroom

143. What is the most important food handling concern for a food service worker who is cleaning a baker's scale:

a. to hand dry the weighing pan
b. to sanitize the entire scale
c
c. to sanitize the weighing pan
d. to sterilize the entire scale

144. When should the shank of a can opener be removed from its base to be cleaned and sanitized:

a. afer each use
b
b. daily
c. twice weekly
d. weekly

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145. What is the first step in the process of cleaning an electric can opener:

a. remove the cutting blade
b. scrub the cutting blade
c
c. unplug the can opener
d. unscrew the protective base from the machine

146. Why should an empty coffee pot be removed from a hot burner:

a. to prevent scorching, which would cause the pot to be difficult to clean
b. to prevent someone from being burned
c
c. to prevent the pot from breaking
d. to prevent using too much electricity

147. Why should the faucet of a coffee dispenser be cleaned each time the urn is cleaned:

a. to prevent discoloring of the coffee
b
b. to prevent off flavors in the coffee
c. to prevent the coffee from heating improperly
d. to prevent the faucet from plugging up

148. What should be used for routine cleaning on stainless steel surfaces:

a. a mild abrasive cleaner
b
b. a mild soap or detergent
c. an abrasive cleaner
d. cool water

149. How should a mild cleaning agent be worked on stainless steel when you are removing stubborn spots and stains:

a. it should be rubbed in a circular motion
b. it should be rubbed in a diagonal direction from the polish lines
c
c. it should be rubbed in the direction of the polish lines
d. it should be rubbed in the opposite direction from the polish lines

150. What do food service workers use as a rinse after cleaning the interior of a refrigerator:

a
a. a baking soda solution
b. a sanitizing agent
c. clean, warm water
d. cool water

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151. What is the proper method for using a utility cart:

a. you should load it as full as possible
b
b. you should load it so you have a clear view
c. pull it at all times
d. push it into elevators

152. What type of foods SHOULD NOT be placed in most blenders:

a
a. frozen foods
b. fruits
c. milk drinks
d. vegetables

153. What part of a blender must you usually remove in order to clean it properly:

a
a. you must remove the blade assembly from the jar
b. you must remove the cord from motor assembly
c. you must remove the protective plate from the face of the machine
d. you must remove the screws from the bottom of the base

154. What is the first step in the process of cleaning a blender:

a. remove the jar
b
b. unplug the machine
c. wash the jar in cleaning solution
d. wipe off the machine with a damp cloth

155. After an instant iced tea machine has been washed, all of its parts should be:

a. assembled while still wet
b
b. thoroughly air dried
c. wiped with a cloth towel
d. wiped with a disposable towel

156. What should be used to wash the tea compartment of an iced tea machine:

a
a. a mild detergent solution
b. a strong detergent
c. a strong sanitizing solution
d. warm water only

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157. What temperature should the outside jacket of a coffee urn reach while it is brewing coffee:

a. 160°F
b. 170°F
c. 180°F
d. 190°F

d

158. The temperature of a coffee urn should be checked to be sure the coffee is brewed at:

a. 160°F
b. 170°F
c. 180°F
d. 190°F

c

159. What should you use to clean the inside of a coffee urn:

a. a long-handled brush
b. a scouring pad
c. a scraper
d. a soft dry cloth

a

160. What should be used to remove the stains from the inside of a portable beverage container:

a. a mild bleach solution
b. a mild detergent
c. an abrasive cleaner
d. a rinsing agent

a

161. What is the first step in the process of cleaning a portable beverage container:

a. remove the spigot
b. rinse the inside thoroughly
c. rinse with a bleach solution
d. wash with a mild detergent

a

162. When should you pry out the toast after it sticks in a rotary toaster:

a. after the toaster is unplugged
b. before the toast cools
c. before the toaster is unplugged
d. before the wires turn black

a

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163. How long should a rotary toaster be preheated:

a. 5 minutes
b
b. 12 minutes
c. 17 minutes
d. 22 minutes

164. What are the first two steps in the process of cleaning a rotary toaster:

a
a. unplug the toaster and brush away the crumbs
b. unplug the toaster and wash the frame
c. wash the frame and remove the tray from beneath the toaster
d. wash the tray and then wash the frame

165. What part of a rotary toaster can be damaged or made unsafe by water as the toaster is being cleaned:

a. the frame
b
b. the heating coils
c. the toast guide
d. the tray

166. What type of plates, trays or pans can be used in a microwave oven safely:

a. aluminum trays
b. china plates with metallic rims
c. metal pie pans
d
d. paper plates

167. What type of plates, dishes or baskets WOULD NOT be safe to use in a microwave oven:

a
a. china plates with metallic rims
b. glass baking dishes
c. paper plates
d. roll baskets

168. Accurate cooking time is most important when using:

a. convection ovens
b. conventional ovens
c. microwave ovens
d
d. all three ovens

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169. What SHOULD NOT be placed over foods in microwave ovens:

a
a. aluminum foil
b. paper towel
c. plastic film
d. waxed paper

170. What should be used to clean microwave ovens:

a. abrasive cleaner
b. mild bleach solution
c
c. mild detergent solution
d. rinsing agent

171. When should a microwave oven be cleaned:

a
a. anytime a spill ocurs
b. daily
c. weekly
d. monthly

172. What is the first thing a food service worker should do when preparing to use a moist heat steam table:

a. add cold water
b. add hot water
c
c. close the drain
d. turn on heating element

173. What is an important safety practice when using an electric steam table:

a. make sure that only cold water is poured into the machine
b. make sure that only hot water is poured into the machine
c
c. make sure that water never comes into contact with the heating element
d. make sure the drain be closed before filling

174. If you work in a region that has hard water, what kind of precautions must you take with your steam tables:

a
a. you must delime them weekly
b. you must delime them monthly
c. you must use a rinsing agent each time you clean
d. you must wash them more frequently

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175. How should a food service worker clean an electric steam table:

a. by rinsing the heating element
b. by scouring the cabinet with abrasives
c. by scraping the stains and spills with a knife
d d. by wiping spills from the interior

176. Milk that has been drained from a milk dispenser as the dispenser is being cleaned may be contaminated, and SHOULD NOT be used for:

a. cakes
b. cream sauces
c. custards
d d. drinking

177. How long should you wait to install a new milk carton after cleaning a milk dispenser:

a. 1/2 hour
b b. 1 hour
c. 1 1/2 hours
d. 2 hours

178. What method should food service workers use when cleaning a refrigerator:

a. scrub with an abrasive cleanser and rinse with warm water
b b. wash with a mild detergent and rinse with a baking soda solution
c. wash with a mild detergent and rinse with warm water
d. wash with warm water and rinse with a baking soda solution

179. What is an IMPROPER method of handling a food transport cart:

a. keeping a clear view
b. pulling the cart into elevators
c c. pushing the cart into elevators
d. pushing the cart slowly

180. What is an IMPROPER method of cleaning a food transport cart:

a. allowing it to air dry
b b. cleaning it while it is hot
c. polishing it with stainless steel polish
d. scrubbing the wheels

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181. What is the first step in the process of cleaning an electric food transport cart:

a. remove the inside racks
b
b. unplug the cart
c. wash the inside of the cart
d. wash the wheels

182. What should you use as a rinse after cleaning a food warmer:

a. a deliming solution
b. a dishwashing detergent
c. a rinsing agent
d
d. warm water

183. Who is the proper person to contact when a piece of equipment you are using is not working correctly:

a. the administrator
b. the maintenance man
c. the manufacturer's representative
d
d. the supervisor

184. Which of the following is a safe method of handling a food transport cart:

a
a. pull the cart into elevators
b. push the cart into elevators
c. push the cart rapidly
d. stand directly behind cart while pushing

185. When should a mild abrasive be used on stainless steel surfaces:

a. daily
b. weekly
c
c. occasionally for stubborn spots or stains
d. never

186. Which of the following is an accepted safety precaution for food service workers operating institutional equipment:

a. wearing uniforms with long billowing sleeves
b. pulling on electrical cords to remove their plugs from electrical outlets
c
c. pulling on the plug to remove an electrical cord from its electrical outlet
d. wear rings

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187. What is a simple safety rule for storing knives:

a. carefully stack knives on top of the other
b. place unused knives in a sink full of water
c. store knives loosely in a drawer
d d. store knives in a knive sack

188. When should you notify your supervisor:

a a. when a machine part has been misplaced
b. when all the parts for your equipment are present
c. when you have a routine day using your equipment
d. when your equipment is operating properly

189. Outside of such normal care as wiping up spills, how often should a food warmer be cleaned:

a. after each meal
b b. daily
c. weekly
d. monthly

190. Which cutting board surface is hardest to clean and most likely to contaminate food in food service operations:

a. laminated surfaces
b. hard rubber surfaces
c. plastic surfaces
d d. wood surfaces

191. Identify the utensil that is NOT used for portion control:

a. a dipper
b. a perforated ladle
c. a solid ladle
d d. a spatula

192. All of the following are portion control utensils EXCEPT:

a. a ladle
b. a pie marker
c c. a slotted spoon
d. a spoodle

193. What type of cutting board surfaces are hardest to clean and sanitize:

a. hard rubber surfaces
b. laminated surfaces
c. plastic surfaces
d d. wood surfaces

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194. What is the proper method for cutting or slicing with a knife:

a. cut vegetables in the palm of the hand
b. pull the edge of the knife toward your body when cutting food
c
c. push the edge of the knife away from your body when cutting food
d. use only dull knives when cutting food

195. What must you AVOID if you hope to keep your food preparation equipment properly maintained:

a. keeping it clean
b. lubricating it
c. reporting broken equipment to the supervisor
d
d. using damaged equipment

196. What kind of kitchen equipment is a common source of bacterial cross contamination between raw and prepared foods:

a
a. cutting boards
b. knives
c. pans
d. spatulas

197. What are the guidelines for the use, care and/or installation of food service equipment called:

a. equipment policies
b
b. manufacturer's directions
c. operator's directions
d. operating procedures

198. Which of the following is a proper method for storing food service equipment:

a. store bowls right side up
b. store knives loose in a drawer
c. store pans next to cleaning compounds
d
d. store utensils in their assigned places

199. What should a food service worker wear when operating food service equipment:

a
a. hair restraints
b. loose fitting clothes
c. rings
d. scarves

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200. What equipment should you use when serving bread:

a. a fork
b. a knife
c c. tongs
d. your hands

F. FOOD PRODUCTION AND SERVICE

201. What would you use to measure 140 oz. of whole milk for a cream sauce recipe most efficiently:

a. a 1 gal. measure
b. a 1 gal. and a 1 cup measure
c c. a 1 gal. and a 1 1/2 cup measure
d. a 1 gal. and a 3 cup measure

202. How many ounces are in four pounds:

a. 16
b. 32
c c. 64
d. 128

203. How many cc (cubic centimeters) are in two cups:

a. 120
b. 240
c c. 480
d. 960

204. How many tablespoons are in one cup:

a. 4
b. 8
c. 12
d d. 16

205. How many teaspoons are in one tablespoon:

a. 2
b b. 3
c. 4
d. 5

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206. Eight quarts is equal to:

a. 16 cups
b. 12 pints
c. 24 cups
d. 2 gallons

d

207. What size milk container is INAPPROPRIATE for serving milk in a health care facility:

a. 1 pint packages
b. 1/2 gallon packages
c. 1 gallon packages
d. refrigerated bulk milk dispenser containers

c

208. What kind of container should be used to serve milk:

a. a glass pitcher
b. a plastic pitcher
c. the original container
d. washed and recycled pint containers

c

209. What is the palatable temperature for hot beverages:

a. 135°F
b. 150°F
c. 165°F
d. 180°F

b

210. What should be used to serve ice from an ice bin in a health care facility:

a. a cup
b. a glass
c. one's hand
d. a scoop

d

211. What temperature should coffee maintain while it is being prepared, and while it is being held before serving:

a. 170°F
b. 180°F
c. 212°F
d. over 212°F

b

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212. Where should ground coffee be held if it is to be stored for long periods:

a. in the freezer
b
b. in the refrigerator
c. in the storeroom at room temperature
d. near the ovens to keep it somewhat warmer than room temperature

213. Which is the most efficient measuring utensil to use when doubling a recipe that calls for 2 tablespoons of baking powder:

a. tablespoon
b. 1/8 cup
c
c. 1/4 cup
d. 1/3 cup

214. What is the correct method for making iced tea:

a. the tea should be boiled to get full use of the tea bags
b. the tea should be cooled before pouring over ice
c
c. the tea should be poured over ice while still hot
d. the tea should be prepared the night before serving

215. What size ladle would a food service worker use to portion out 3/4 cup of soup:

a. a 4 ounce ladle
b
b. a 6 ounce ladle
c. an 8 ounce ladle
d. a 10 ounce ladle

216. What is the longest period of time that salads should be held at room temperature if you want to assure the freshness of the salad:

a
a. 15-20 minutes
b. 20-30 minutes
c. 30-45 minutes
d. 45 minutes to 1 hour

217. What do food service workers call the lettuce that is used in cottage cheese fruit salads:

a. body
b. dressing
c. garnish
d
d. underliner

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218. What is the most appropriate utensil for putting cottage cheese in the center of a salad:

a
a. a dipper
b. a ladle
c. a measuring cup
d. a solid spoon

219. What is the cottage cheese and fruit portion of a cottage cheese fruit salad called:

a
a. body
b. dressing
c. garnish
d. underliner

220. Which of the following food service practices is most important when you are serving food from an open cart:

a. to arrange the food items for eye appeal
b. to cover the plate only
c. to uncover the hot food items to prevent steam buildup
d
d. to wrap the food items individually

221. To prevent fruit from discoloring, it should be dipped in a solution containing:

a. a sugar
b
b. an antioxidant (such as ascorbic acid)
c. an enzyme
d. an oxidizing agent

222. When should dressing be added to tossed green salads:

a
a. as close to service time as possible
b. as soon as possible after preparation
c. one hour prior to service
d. the evening before it is to be served

223. How should you section a grapefruit:

a
a. cut the fruit crosswise
b. cut the fruit lengthwise
c. leave the seeds in each section
d. only cut through the outer skin

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224. Which of the following is an INCORRECT step in the process of sectioning a grapefruit:

a. cut the fruit crosswise
b
b. leave the seeds in each section
c. separate the grapefruit from its skin
d. separate the grapefruit from the sections

225. Which of the following methods could contaminate food that you taste test:

a. place the food in a bowl
b. taste the food away from the cooking area
c
c. use the cooking utensil
d. use two spoons

226. Which method should you use to taste test foods you are preparing in the food service area:

a. use a finger
b. use one spoon dipped into the food to be sampled
c. use the cooking utensil
d
d. use two spoons and a small bowl

227. What is an important precaution to take before opening canned food products:

a. remove the label
b. sanitize the can opener
c. wash the entire can
d
d. wipe the top of can with a damp cloth

228. What is the BEST equipment to use to measure flour for a recipe that calls for 8 oz. of flour:

a. a 1/2 cup dry measure
b. a 1 cup dry measure
c. a 1 cup liquid measure
d
d. a scale

229. What is the term that describes the easiest, most practical procedures for doing a job:

a. job enrichments
b. work enlargements
c. work organizations
d
d. work simplification

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230. Which of the following ingredients would you pack down when measuring it:

a
a. brown sugar
b. cornstarch
c. flour
d. sugar

231. What will slow down a food service worker's on-the-job output:

a. combining jobs whenever possible
b. lighting the entire work area well
c
c. spreading work over a large counter
d. using mobile equipment whenever possible

232. What MISTAKE can injure you or another when you open a can:

a. completely removing the lid
b. inspecting the opened can for metal shavings
c
c. leaving the lid partially attached
d. washing off the top of the can

233. What is the principle of time-motion economy that you would be using if you make sandwiches by: placing all of the bread on the preparation surface, portioning all of the filling, spreading all of the filling, topping all of the spread with bread and then cutting all of the prepared sandwiches:

a. movement in unison
b
b. repeat motions
c. rhythmic motions
d. use of gravity

234. A food service worker's economy of motion SHOULD NOT be affected by:

a
a. the age of the equipment
b. the arrangement of the work area
c. the design of the equipment
d. the way one uses one's body to work

235. What is the proper utensil to use to place a 4 oz. tuna salad mixture on a salad plate:

a
a. a No. 8 dipper
b. a No. 12 dipper
c. a No. 4 ladle
d. a 1/2 c. measuring cup

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236. How should food and equipment be arranged for the most efficient motion economy:

a. in alphabetical order
b. in order by size
c. labeled by size and weight
d d. within the maximum work range

237. Identify the IMPROPER method of serving food in a health care facility:

a a. place a hot roll on top of the meat
b. place margarine away from hot foods
c. use a garnish
d. wipe spills from the edge of the plate

238. What principle of motion economy would you be using if you scraped chopped onions from a cutting board to a pan placed below the board:

a. movement in unison
b. repeat motions
c. rhythmic motion
d d. the use of gravity

G. WAREWASHING

239. When should a food service worker remove trays and dishes from dishwashing racks:

a. when most of the water has drained
b b. when they air dry completely
c. when they cool slightly
d. when they cool to room temperature

240. Refer to the following illustration of a pot and pan sink to answer this question.

Compartment 1	Compartment 2	Compartment 3

What is compartment 2 in the pot and pan sink shown used for:

a a. rinsing
b. sanitizing
c. soaking
d. washing

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241. How can you PREVENT damage to plates, bowls and/or glasses in the food service unit:

a. by stacking dishes too high
b. by storing glasses in cabinets
c
c. by using a rubber scraper to remove food scraps
d. by working very rapidly

242. Refer to the following illustration of a pot and pan sink to answer this question.

Compartment 1	Compartment 2	Compartment 3

What should compartment 3 in a pot and pan sink be used for if you are working from left to right:

a. rinsing
b. sanitizing
c. soaking
d
d. washing

243. Which of the warewashing problems described below is usually caused by clogged rinse jets:

a. food on flatware
b
b. soap film on dishes
c. stained coffee cups
d. water spots on glasses

244. What should a food service unit's sanitizing rinse sink contain:

a. hot water, at least 150°F
b. hot water, at least 170°F
c. warm water with a chemical sanitizing agent
d
d. either (b) or (c)

245. What kind of test or inspection should food service workers use to determine if dishes are being properly cleaned:

a. checks on dishwashing procedures
b. employee training tests
c. hygiene assessments
d
d. visual inspections of dishes

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246. What is the first step in preparing a dishwashing machine for operation:

a. add detergent and drying agent
b. check the temperatures of the wash and rinse cycles
c. fill the tank to the specified level
d d. place scrap trays in machine

247. What water temperature and what immersion time should you use to properly sanitize dishes and utensils if you are washing them by hand:

a. 160°F for 30 seconds
b. 170°F for 15 seconds
c c. 170°F for 30 seconds
d. 180°F for 10 seconds

248. Why do food service workers run the dishwashing machine through a complete cycle before beginning to wash dishes:

a. to check the temperature of the final rinse cycle
b. to check the temperature of the wash cycle
c. to insure that the machine has adequate detergent
d d. both (a) and (b)

249. What temperature should the water in the wash sink be held at when you are doing handwashing:

a. 90-110°F
b b. 110-120°F
c. 120-140°F
d. above 140°F

250. What temperature should the rinse cycle of a single-tank dishwashing machine reach:

a. 130-140°F
b. 150-160°F
c c. 180-190°F
d. 210-220°F

251. How should the compartments of a three-compartment sink be arranged for handwashing pots and pans:

a. prewash, wash, rinse
b. prewash, wash, sanitizing agent
c c. wash, rinse, sanitizing agent
d. wash, sanitizing rinse, rinse

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252. What should you do to make sure that all of your dishes' surfaces will come into contact with the wash and rinse sprays in your dish washing machine:

a. you should place several types of dishes in each rack
b. you shouldd pre-rinse all dishes
c c. you should space the dishes properly in the racks
d. you should use the proper detergent and rinsing agents

253. Why should dishes be allowed to air dry in health care facilities:

a. because most facilities do not have the laundry facilities to clean towels
b. because towels are an added expense to the facility
c c. because towels can contaminate sanitized dishes
d. because towel drying is a time consuming process

254. How should flatware be prepared before washing:

a. it should be rinsed
b. it should be sanitized
c c. it should be soaked
d. it should be sorted

255. How many times should flatware be washed:

a. once in flat racks
b. once in flatware baskets
c. twice in flatware baskets
d d. twice, once in flat racks and once in flatware baskets

256. Where should glasses and cups be stored to prevent breakage:

a. in cupboards with closed doors
b. in cupboards with open shelving
c c. in dishwashing racks
d. in trays on the counter

257. What is the first step food service workers take to prepare dishes for washing:

a. scrape all food off
b. sort dishes by size and type
c. place dishes in racks
d d. remove all paper, bones, and other items

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258. What causes stained coffee cups:

a
a. incorrect detergent in the wash cycle
b. lack of a proper rinsing agent
c. rinse temperatures less than 180°F
d. wash temperatures less than 150°F

259. What temperature should the wash cycle of a single-tank dishwashing machine reach:

a. 100-120°F
b. 130-140°F
c
c. 150-160°F
d. 170-180°F

260. How should a food service worker prepare to handle clean dishes:

a. rinse hands in cool water and inspect them to be sure they are clean
b. rinse hands in warm water and dry them on a disposable towel
c. wash hands in warm water and dry them on a cloth towel
d
d. wash hands with soap and hot water or immerse them in a sanitizing agent

261. What is the term for a utensil that is free of disease-causing micro-organisms:

a. clean
b
b. sanitary
c. sterilized
d. washed

262. What method of handling dishes will increase your chances of breaking them:

a. laying plates flat on counter tops
b. organized dishwashing
c. storing glasses in a rack
d
d. tapping dishes on a trash can to remove their food scraps

263. How often should a deliming solution be used in a dishwashing machine:

a. after each meal
b. daily
c
c. weekly
d. monthly

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264. What is checking to see if dishes are clean and free of visible soil called:

a. a bacterial count
b. a dishwashing evaluation
c. an employee check
d d. a visual inspection

265. What dishwashing problem can result in water spots on glassware:

a a. too little rinsing agent in the final rinse
b. too little soap in the final rinse
c. too much rinsing agent in the final rinse
d. too much soap in the dishwashing machine

266. What should be done with chipped china:

a a. it should be discarded
b. it should be handwashed to prevent further breakage
c. it should be handled with care to avoid breakage
d. it should be used only in emergencies

H. HOUSEKEEPING AND PEST CONTROL

267. What aspect of floor care WOULD NOT be included in most dietary department's floor care policy manuals:

a. how often floors should be cleaned
b. the cleaning compounds that should be used
c. the equipment that should be used
d d. the name of the person who should clean the floors

268. What insect pest is attracted, housed, and hidden by shelf paper in food service storage areas:

a. ants
b b. cockroaches
c. flies
d. mosquitoes

269. What should be done with a bowl brush after it has been used to scour a toilet:

a. it should be placed in a detergent solution
b b. it should be placed in an antiseptic solution
c. it should be rinsed in warm water
d. it should be stored in a tightly closed container

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270. What POOR sanitation practice would aid insects and rodents to spread through a food service unit:

a. discarding spoiled food immediately
b
b. leaving garbage cans uncovered
c. removing standing water
d. using a professional exterminator

271. Identify the step that food service workers DO NOT take when mopping a floor:

a. pull movable equipment away from walls
b
b. rinse with a sanitizing agent
c. rinse with warm water
d. scrape food off with a putty knife

272. Identify the correct procedure for holding and/or disposing of the garbage from a large kitchen area:

a. empty garbage once a day
b. leave garbage cans uncovered
c. use only one garbage can
d
d. use watertight garbage containers

273. Where should you store cleaning compounds:

a
a. in a separate cleaning cabinet
b. near food preparation utensils
c. near clean food service equipment
d. outside of the building

274. What is the BEST reason for using plastic brooms and brushes in a health care facility food service unit:

a. they are less expensive
b. they are more durable
c
c. they can be sanitized
d. they can be used on wet surfaces

275. Which of the following work habits may be UNSAFE for food service personnel working with cleaning compounds:

a. following directions
b. labeling open containers
c
c. mixing cleaning compounds
d. reading the labels

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276. How should wet mops be stored:

a. they should be allowed to drip dry in a corner
b
b. they should be hung on a rack with the mop head up
c. they should be left in the mop bucket
d. they should be propped against a wall

277. Where should wet mops be stored:

a
a. hanging from a hook, head up
b. in a mop bucket, head up
c. on an outside step, head down
d. standing on the floor, head down

278. How should you use cleaning compounds in the food service unit:

a. you should allow the compound to remain on the clean surface
b. you should mix cleaning compounds
c
c. you should read the labels and follow directions
d. you should store chemicals in empty food containers

279. Identify the IMPROPER garbage disposal procedure:

a
a. empty the garbage once daily
b. tie plastic garbage containers securely
c. use an adequate number of garbage containers
d. use watertight garbage containers

280. What could cause food contamination when you store cleaning compounds:

a. following the compound's storage directions
b. storing them in a separate cabinet
c
c. storing them near the food preparation area
d. using a pencil or marker to label their storage containers

281. Why do food service workers AVOID lining shelves and drawers with shelf paper:

a. shelf paper comes in the wrong colors
b. shelf paper is too difficult to change
c. shelf paper is too expensive
d
d. shelf paper makes it harder to control cockroaches

282. How should you move your mop when cleaning the floor:

a. in a back-and-forth motion
b. in a circular motion
c
c. in a figure-eight motion
d. in a side-to-side motion

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283. What is the term for the poisonous material that is left on a surface when cleaning compounds or pesticides are not used correctly:

a. cleaning ash
b. non-toxic residue
c. residue
d d. toxic residue

284. Which of the following items may spread bacteria in a restroom:

a a. cloth towels
b. handwashing soap
c. paper towels
d. toilet paper

285. What sanitation practice will help control insects and rodents:

a. allow water to stand
b b. discard all spoiled food promptly
c. keep doors and windows open
d. keep garbage cans uncovered

286. What is the main function of a kitchen's ventilation system:

a. to allow hot air to be recycled
b. to allow moisture to collect on walls
c. to remove ozone from the air
d d. to remove smoke and moisture from the air

287. Why should plastic bristled brooms be used in health care facilities' food service operations:

a. they are less expensive than straw brooms
b b. they can be sanitized after each use
c. they create less dust when sweeping
d. they do a better job of cleaning

288. What part of the food service unit floor must be checked for cleanliness because it is so close to the food and the food preparation areas:

a. the area at the corners of the kitchen
b. the area in the middle of the kitchen
c. the area near the legs of kitchen equipment
d d. all of the above (all parts of the floor must be checked)

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289. What should a garbage can be rinsed with:

a. a high pressure hose
b
b. a sanitizing agent
c. clean, hot water
d. clean, warm water

290. Where should cleaning supplies and other harmful chemicals be stored:

a
a. in a separate storeroom or locked cabinet
b. in the food storeroom
c. on a separate shelf in the food storeroom
d. under the sink

291. What should be used to dust walls before they are washed:

a. a clean, soft cloth
b. a dust mop
c. a treated dust mop
d
d. a vacuum cleaner

292. What should be used to rinse walls and woodwork:

a. a strong sanitizing solution
b. a weak sanitizing solution
c. clean, hot water
d
d. clean, warm water

293. What kind of pest can enter a kitchen through cracks in walls, doors and windows that are as small as one half inch, and can be tracked with a black light because it leaves a greasy trail wherever it goes:

a. ants
b. cockroaches
c. flies
d
d. rodents

294. What procedure should be followed when handling garbage cans:

a
a. they should be covered tightly
b. they should be emptied once a day
c. they should be stored in the stockroom
d. they should be stored outside of the kitchen

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295. Where should all cleaning supplies and other harmful chemicals be stored:

a. in a food storeroom
b. near the place they will be used
c
c. separately from food
d. under the sink

296. What should be done with a garbage can after it has been washed out:

a. it should be immediately lined with a plastic liner
b
b. it should be left upright and allowed to air dry
c. it should be turned upside down
d. it should be wiped dry with a sponge

UPDATING TEST ITEMS

The Food Service Worker test battery will need new and corrected test items from time to time. If you are a classroom instructor, we suggest that you examine the test items very closely to assure yourself that they match your curriculum, that they match the terminology, practice and equipment in your local food service workplaces, and that they match the speech and behavior patterns of your students. If the equipment, terminology, or practice should change in your local food service workplaces, you should write down the new test items those changes suggest. When you find an error in a written test item, and you may find some, you should write down your proposed correction. You may wish to forward these items to the Dietetic Support Personnel Advisory Committee item by item as they arise in your experience, or only at specific time intervals, once a year for example. If you are a short term adult training administrator, we suggest that you speak with your Dietetic Support Personnel instructor occasionally to keep abreast of potential test item changes. These actions will assure us that the items are adjusted to your local needs, and should provide us with the new or corrected items we will need to upgrade the test in the future.